

In the Specification:

Please amend the paragraph beginning at Page 2, Line 1, under the heading "CROSS-REFERENCE TO RELATED APPLICATIONS," as follows:

This application is related to and filed concurrently with pending U.S. Patent Application Serial No. _____, 10/071,555 filed February 8, 2002, entitled "System and Method for Implementing Recording Plans Using a Session Manager" issued as U.S. Patent No. 6,801,618 on October 5, 2004, and pending U.S. Patent Application Serial No. _____, 10/072,431 filed February 8, 2002, entitled "System and Method for Processing Work According to an Active Work Model". These applications have been commonly assigned to e-talk Corporation.

Please amend the paragraph beginning at Page 26, Line 1, as follows:

Message server 66 of platform 16 generally creates and communicates work items associated with sessions to owners responsible for performing the work. In a particular embodiment, message server 66 updates transaction table 200 using session summaries communicated by session manager 62. The session summaries may provide details regarding various sessions performed in call center 12 (e.g., voice and/or data recording sessions, evaluation sessions, and survey sessions). Message server 66 is described in greater detail in pending U.S. Application Serial No. _____, 10/072,431 entitled "System and Method for Processing Work According to an Active Work Model," which is incorporated herein by reference for all purposes.